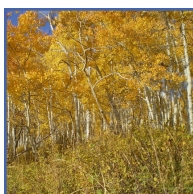


The Human Touch

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And More!

Director's Message

As the economy continues to struggle, budget cuts are being felt deeply at Human Services. I appreciate all the care and concern our employees are showing for those we serve. You are professionals and I see examples of your compassion every day. There is not much good news as the financial crisis deepens, but we are going to be there for our clients where we can. They may need us more than ever!

At this time, I am busy advocating for our clients at the legislature and with the public and have already held meetings with new legislators and interest groups. You can do your part by continuing your excellent work day to day. It makes my job easier when I am standing up for a highly committed workforce that is performing critically needed work.

On a happier note, we had a great adoption event with the Heart Gal-



Lisa-Michele Church
Executive Director

lery folks this month. I also visited with county officials in the aging network, mental health and substance abuse providers, and other elected officials at their annual convention. They are great partners and deserve our support with the economic challenges.

As we approach the holiday season, I want to express my thanks for the work you do and hope you can take time to enjoy family, friends and all the good things in life!

"Firecracker" has no regrets!

By Elizabeth Sollis, Executive Director's Office



Steve Sullivan, Shirley Owen, Michelle Patterson, Tom Edmonds, Tara Rushton, Subrina Westwood, Brook Triplett, Julie Willden

St. George – Shirley Owen loves public service. Years ago she earned notoriety as the first female to work for Salt Lake City Fire Department. She started in dispatch and then became an EMT. After a few years of fire fun she worked as a supervisor for Salt Lake City Parking Enforcement.

Owen and her husband then moved to St. George to care for her terminally ill father. She attended Southern Utah University and earned two bachelor degrees in Criminal Justice and Psychology. Although she had dreamed of being a criminal psychologist, her internship with Division of Child and Family Services (DCFS) changed her career path. "I fell in love with the agency mission and people here who were so committed to it," said Owen. "True story. First opening after graduation, I applied and have been here ever since; never looked back, no regrets!"

Owen has been with DCFS for eight years; the last four as a CPS Supervisor. Self-proclaimed "firecracker" and "overachiever", Owen does a great job leading and truly being part of her team. "This is the best team," proclaims Owen. "They really are – I love it." In regards to teaming, Owen feels it is essential for supervisors to be an active part of the team and take on cases when caseloads are high or overwhelming. "If you want people to follow and support you, you have to show them you're willing to get in the trenches with them." Owen's theory appears to work and work well – her staff thoroughly enjoy working with and for her.

Angelique Colemere and I had the privilege of meeting her team during a barbeque at Owen's home. Like their leader, they are great people! Always up for fun, we had them play a game in which they came up with a word, specific to a category, which started with the letter "S", in honor of Shirley. Their names, category and answers are below:

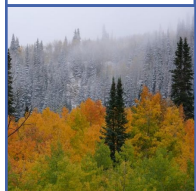
Tom Edmonds	Favorite Band: Simon & Garfunkel
Tara Rushton	Dessert: Strawberry Shortcake
Brook Triplett	Occupation: Superhero
Steve Sullivan	Something You Wear: Smirk
Michelle Patterson	Vehicle: Sports Car
Sabrina Westwood	Reason for Being Late: Sometimes I'm a mommy?!!
Julie Willden	Found in Bathroom: Sports Illustrated
Lindsey Hodgen	Something You Shout: "Show me the money... Duane"
Wendy Bates	City: St. George
Shirley Owen	Game: Sorry



Shirley and her team... unmasked!

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Want Improved Agency Collaboration? Call Hatch!

By Travis Erickson, Aging and Adult Services



Vernal – Grant Hatch is one of the many dedicated Adult Protective Services (APS) caseworkers that spend their days providing community supports to vulnerable adults. Hatch was one of the first APS casework-

ers to work in Daggett, Duchesne, and Uintah counties. He has since spent several years working with youth at Juvenile Justice Services and for various community volunteer agencies. Hatch recently returned to APS. His willingness to engage the community regarding the enhancement of services for vulnerable adults and his personal dedication to seeking the best possible resolutions for his clients has given the community refreshed confidence in the agency. Within the first year of Hatch's return to APS, community referrals and local agency collaboration have increased to double their previous levels. Hatch continues to focus his efforts on educating the community, empowering clients and improving his skills to serve some of Utah's most vulnerable citizens.

Alone!

By Elizabeth Pratt, Former Child in Foster Care

*I see them walking hand in hand, mother, son, daughter, walking side by side.
I walk alone.
I see them playing in the park, laughing, hugging and being together.
I stand alone.
I see them in their mother's arms safe from harm.
I am alone.
I see the father standing there to wipe away his child's tears.
I weep alone.
I see them tuck them into bed and tell a bedtime story.
I sleep alone; I read alone, I am just alone.
No matter when I come home, no ones there to say hello.
I am still alone.
It's not my bed, it's not my home, and it's not my room, where can I go?
You're not my mom
You're not my dad
You're not my blood
I do not belong.
I pray on bended knees that God will send a mom to me.
An answered prayer, along came an angel, and brought to me a home that's stable.
I have a mom to keep me safe in her warm embrace.
I have a dad that's there for me to pick me up when I am down.
I have a house, I have a room, and I have a bed to call my own.
When I weep there's someone there to wipe away my streaking tears.
I have someone to call my very own.
Now I have my happily ever after, filled with love and joy and laughter.
I will never be alone!*

This poem was written by a young woman who was adopted from foster care as a teenager – it definitely illustrates the need for every young person to have a family to call their own.

The Gift of Family

By Marty Shannon, Child and Family Services

When thinking about adoption most of us envision an infant. Nationwide, however, there are over 500,000 children in foster care in need of a permanent family to call their own. Most of these children are older than eight years of age, members of sibling groups, and several have special needs.

Teenagers who exit foster care without the love and support of parent figures are highly represented among youth who are homeless, abusing substances, involved in crime and have untreated health problems. Being part of a stable and permanent family can help change these numbers and, more importantly, the lives of these children.

Each year, November is recognized as National Adoption Awareness Month, focusing specifically on the adoption of children currently in foster care. Over 200 Utah children are currently in foster care and are hoping and waiting to find permanency through adoption.

Adoption has enhanced the lives of many Utah children formerly in foster care. A permanent family is one of the best gifts we can give these children. In this season of thanks and giving, take time to think about the many Utah children in need of and yearning for a permanent family.

If you or someone you know would like to provide one or more of these children with a place to truly call home, visit www.utdcfsadopt.org or call 801-265-0444.

Telling and "Selling" Our Services

By Elizabeth Sollis, Executive Director's Office

Salt Lake City – Multiple Legislators gathered on November 10 to participate in an "Immersion". The Immersion experience was developed by our department two years ago as an opportunity for professionals to more fully understand the practice, operations, decision-making and responsibilities of the Division of Child and Family Services (DCFS). Since that time, we have held over twenty Immersions across the State.

By attending an Immersion, participants gain an understanding of the complex and often emotional decisions and actions made by DCFS staff; principles of practice DCFS staff follow; limitations DCFS staff often face; and the participants' agency/group can best work with DCFS to serve common clients.

The Legislative Immersion generated some really good discussions. "It is interesting for me to hear from someone who has worked in the trenches," said Tom Vaughn, Legislative General Counsel. Discussion topics included

referrals sparked by custody issues, working with undocumented individuals, and being culturally responsive. "We've got a process," said Representative Steve Mascaró, "but the laws don't let us make it to the next step – we've got to fix the laws."

Although initially designed to provide an-depth review of DCFS, Immersion is a great model for all of our divisions, institutions and offices who are interested in telling key stakeholders, community partners and others about the ins and outs of their agency. In addition, Immersion provides an opportunity to "sell" others on the positive outcomes of the work we all do.

All divisions, institutions and offices are encouraged to design and implement an Immersion specific to the services provided by their agency. To participate in a DCFS Immersion, contact Kerri Burns, ketter@utah.gov. If you are interested in designing and implementing an Immersion, please contact Elizabeth Sollis, esollis@utah.gov.



The Human Touch

Got Snow? Got Shoes?

By Cherie Root, Office of Fiscal Operations

Although you may not want to start thinking about the holidays just yet, they are quickly approaching. Most of us are fortunate enough to only have to ponder what gifts we will be giving our loved ones. There are others, however, who can't ponder gift ideas as they are consumed with the task of providing their children adequate protection from the winter elements.

For the past 40 years, KSL Quarters for Christmas has been helping Utah families in need get shoes and socks for their children. DHS has been a partner in this effort, assisting with the administrative tasks. Mary Wallace, Office of Fiscal Operations, and Stephen Hayes, Office of Administrative Hearings, help distribute, track and process payment for the shoe vouchers given to the children.

Last year, over 5,000 vouchers were issued and over \$140,000 was collected. This year, each voucher will be worth \$30 and can be applied toward the purchase of shoes and socks at Wal-Mart stores across the state.

To learn more about Quarters for Christmas go to:

<http://www.ksl.com/index.php?nid=256&sid=2218390>





The Human Touch

New Director of Aging

By Elizabeth Sollis, Executive Director's Office



Division of Aging and Adult Services (DAAS) has a new director, Nels Holmgren. Holmgren has worked in the area of aging policy since 2006, when he became the Assistant Director. He is familiar with the needs of vulnerable adults in Utah and actively participates in addressing the needs of baby boomers and others as they turn 60.

"I appreciate the opportunity to continue to serve Utah's seniors," said Holmgren. "Over the past two years I have had the privilege of working closely with the Area Agencies on Aging and look forward to continuing to maintain and improve these and other important partnerships."

Lee Ann Whitaker, long-time employee of DAAS, is very pleased with the recent appointment. "I think it's great!" said Lee Ann. "He has been wonderful to work with and is a people-type person."

Holmgren has a Master's of Business Administration and has served on the Board of Utah's Urban and Rural Specialized Transportation Association, the Department of Human Services' Comprehensive Review Committee and various community-based coalitions and partnerships.

King of the Pins

By Pattijean Sanchez, Office of Public Guardian

Cedar City – Every year during the Summer Games, TURN and other provider agencies around the Cedar City area help individuals with disabilities compete in the bowling event. Everyone who participates in the event has lots of fun. This year, Steven Powell won two medals in the bowling event. "Well I was very happy about getting the medals," said Steven. "I did my best."

Individuals who participate in the Summer Games also get to walk in the opening ceremonies. "They really enjoy this as another opportunity to socialize, enjoy some great live entertainment and be recognized by the audience," said Russell Bingham. "The Utah Summer Games is a great, unique opportunity for the individuals we serve and is one of the most anticipated events of the year."



American Diabetes Month

By Utah Department of Health

Diabetes is a disease in which the body does not produce or properly use insulin. Insulin is a hormone that is needed to convert sugar, starches and other food into energy needed for daily life. About 1.5 million Americans a year are diagnosed with diabetes, and hundreds of thousands more develop the disease but go undiagnosed. Understanding your risk factors can help you prevent certain types of diabetes.

Are you at risk? Here are some diabetes risk factors:

- You have a parent or sibling with diabetes
- You are African-American, Hispanic American or Native-American
- You are 45 or older
- You get little or no daily exercise
- You are overweight
- You have an expanding waistline
- Your triglycerides are elevated
- You have high blood pressure

Some of these risk factors are uncontrollable. Age, race, sex, and family history cannot be changed. However, there are also many diabetes risk factors that can be reduced, including diet, weight, level

To help delay or prevent diabetes, people should:

- Reach and maintain a healthy body weight
- Choose a good diet - high in fiber and low in fat; also, remember to watch portion size--how much you eat is just as important as what you eat.
- Be active and exercise regularly - any amount of activity is better than none, but try to exercise for 30 to 60 minutes most days of the week.
- Control blood pressure and cholesterol
- Avoid smoking
- Limit use of alcohol
- Manage stress

of activity and stress. If you are at higher risk, then take charge and make changes to the things that are within your control. You don't have to knock yourself out to prevent diabetes. The key is small steps that lead to big rewards.

Lifestyle habits usually are passed from parents to children. By maintaining a lifestyle with a healthy diet and exercise, you're not only helping yourself, but you're also helping future generations.

Training Tidbits

Proper training is essential to best serving our consumers. Below are just a few of the upcoming training opportunities supported by the department:

State Hospital –CME Training Opportunities:

Suicide and Other Risk Assessments

December 11, 2008 10:00 AM-12:00 PM
Classroom 21, Heninger Administration Bldg.

Utah State Hospital– Provo

For more information contact Elaine Angulo @ 801-344-4265

HELP WANTED

Are you aware of a training or conference that we don't have listed in the Human Touch or online?

If so, please notify Angelique Colemere, ACOLEMER@utah.gov 801-538-4275.

You may also submit events online on the department training calendars, www.hstraining.utah.gov.

It is not hard to learn more. What is hard is to unlearn when you discover yourself wrong.

Martin H. Fischer

Genetics and Mental Illness

December 18 2008 10:00 AM-12:00 PM
Classroom 21, Heninger Administration Bldg.

Utah State Hospital– Provo

For more information contact Elaine Angulo @ 801-344-4265

Interventions with Difficult Families

January 15, 2009 10:00 AM-12:00 PM
Classroom 21, Heninger Administration Bldg.

Utah State Hospital– Provo

For more information contact Elaine Angulo @ 801-344-4265